

PATENT

Docket No BOC9-2003-0109US1 (1082-13U)

PATENT APPLICATION TRANSMITTAL LETTER

Mail Stop Patent Application
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

22581 U.S.PTO
 10/730330

 120803

Transmitted herewith for filing of the patent application of:

Inventor(s): **Thomas E. Creamer, Boca Raton, Florida**
Neil A. Katz, Parkland, Florida
Victor S. Moore, Boynton Beach, Florida
Scott Winters, Austin, Texas

Assignee: **International Business Machines Corporation**

Assignee
 Address: **New Orchard Road**
Armonk, New York

For: **OPERATING A CALL CENTER BASED UPON LINE INFORMATION DATABASE (LIDB) DATA**

Enclosed are:

- Specification, including the Abstract
- 3 Sheets of drawings (1 set)
- Executed Declaration and Power of Attorney
- Executed Assignment and Recordation Cover Sheet
- Information Disclosure Statement w/PTO/SB/08B & copies of 9 refs
- Other: 2 postcards

CLAIMS AS FILED

FOR	NO. FILED	NO. EXTRA
Basic Fee		
Total Claims	- 17 -	- 0 -
Indep Claims	- 5-	- 2 -
Multiple dependent claim present: No		

If the difference in Col. 1 is less than zero, enter "0" in Col.
 2

Small Entity

RATE	FEE
	\$ 385
x \$ 9 =	\$
x \$ 43 =	\$
x \$145 =	\$
TOTAL	\$

Other than a Small Entity

RATE	FEE
	\$ 770
x \$ 18 =	\$
x \$ 86 =	\$ 172
x \$290 =	\$
TOTAL	\$ 942

Assignment Recordal Fee

Please charge my Deposit Account No. _____ in the amount of \$ _____.

- A check in the amount of \$ 982.00 is enclosed.
- The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 502104. A duplicate of this sheet is enclosed.
 - Any additional filing fees required under 37 C.F.R. 1.16.
 - Any patent application processing fees under 37 C.F.R. 1.17.
 - No fee enclosed. No fee is authorized.

December 8, 2003

Date

Steven M. Greenberg, Registration No. 44,725



EXPRESS MAIL LABEL NO.: EV019279644US